

Prochaska, David - PSC

From: Ignatowski, Timothy [Timothy.Ignatowski@milwaukee.gov]
Sent: Friday, March 26, 2010 11:14 AM
To: Prochaska, David - PSC
Subject: FW: Proposed Revisions
Attachments: Account Charge Proposal-Rate Case 2010.docx; Sch Ws-1,3,5.docx

Note attachments in regard to the Account Records Request Charge and the Standby service.

Tim Ignatowski
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Email: timothy.ignatowski@milwaukee.gov

From: Rasmussen, Richard
Sent: Fri 3/26/2010 9:34 AM
To: Ignatowski, Timothy
Subject: FW: Proposed Revisions

Richard Rasmussen
Water Revenue Manager
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E-Mail: richard.rasmussen@milwaukee.gov
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From: Jackson, Nichelle
Sent: Wed 3/24/2010 12:28 PM
To: Rasmussen, Richard; Smith, Earl
Subject: RE: Proposed Revisions

Earl/Dick,

Here is my two cents...

Perhaps Carrie can add more details on why the charge is justified as her email from dated 11/3/09 @ 3:15pm indicates that this type of request should be billable as an Open Records request.

Let me know if you have any questions or if I need to do anything further for justification.

Nichelle (Nikki) Jackson

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From: Ignatowski, Timothy
Sent: Wednesday, March 24, 2010 11:10 AM
To: Scheller, Mark; Novak, Jeffrey; Rasmussen, Richard; Jackson, Nichelle; Garczynski, Timothy; Cianciola, Steven
Cc: Daniels, Laura; Lewis, Carrie; Smith, Earl
Subject: FW: Proposed Revisions

Please review the attachments that apply to your area and send me your comments.

Note that the standby service charges didn't change from the last rate schedule.

Tim Ignatowski
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From: Prochaska, David - PSC [<mailto:David.Prochaska@wisconsin.gov>]
Sent: Wed 3/24/2010 10:21 AM
To: Ignatowski, Timothy
Subject: Proposed Revisions

Tim,

I have implemented your requested revisions to Schedules Mg-1.1, Mz-1, and Lc-1. Please review the attached documents to check for accuracy.

Regarding your request to add "Account Records Request Charge" to Schedule Mg-1.1, we feel that this is part of your normal cost of doing business and that there should probably not be a charge for it. However, if you feel strongly about establishing this charge, please provide justification for it. How many requests do you receive per year? How do you receive them – via phone, letter, in person, e-mail, website? How do you provide the information to the customer? Give us a breakdown of your costs to respond to the customer request.

Regarding Schedule Mz-1, please pay particular attention to how the various charges are organized. I want to make sure that like categories are on the same level and that the subcategories are under the proper main category. For example, are "City Boulevard Irrigated by Sprinklers" and "Chargeable Hose Connections" separate categories on a par with "Deposits", "Hydrant Permits", "Bulk Water Permits", etc., OR are they subcategories under "Hydrant Permits" like "Sewer Flushing and Lining", "Metered Hydrant Use", etc.? Are all of the charges in the schedule subject to the 25 percent surcharge if outside the City of Milwaukee? Feel free to make any desired changes in the Word Document.

Also attached are the current Standby Schedules Ws-1,3,5. Please feel free to suggest any desired revisions.

I look forward to your response. Thanks!

David L. Prochaska
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April 1, 2010 is Census Day!
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2010 PSC Rate Increase –Account Records Charge Proposal Justification

Work Orders Completed	
Year 2008	2029
Year 2009	2016
Year 2010 (Jan-Mar)	1467

- Account records being requested for information that the Utility previously provided to the customer via the bill. In some cases, information requested is readily available to customers via the internet.
- Payment history information is not currently available online to customers
- Requests are received primarily via phone and faxed requests, though a small percentage (< 10%) is received via in-person or email requests.
- Information is requested is provided to the customer via fax in ~70% of the request. The remaining 30% is either mailed to the customer or picked up in-person.

MWW does not have opposition to providing information that is not otherwise available to customers. As a revision to the proposed account records charge, one option would be for MWW to impose a limit/restriction on the amount of account numbers that this duplicate information is provided to at no charge. There has been, however, a historical pattern of requests for multiple accounts needing; duplicate history, bills or payment records which were provided to the customer via the past or current bill detail. These requests have been known to cause a direct impact to the level of customer service available to other customers, as a whole. For example, in 2009, more than a 50% of requests involved > 3 account records. More than one dozen customers requested re-printed duplicate bills and payment history for more than 30 account records, with one request for 169 accounts. This causes tremendous taxation on customer service resources, as well as, a cost of printing information that has been previously provided to the customer through the bill. The request for payment and billing history for 169 accounts was analyzed to take 8hr 45 min of customer service employee resources to complete. The direct impact is that this CSR would lose 1 full day of the ability to service 40 + phone and counter customers, in exchange for servicing 1 customer request. With this in mind, MWW would revise the proposal to include implementing a per account charge for any requests in excess of 2 billing account numbers.

njacks 3-24-10

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Dave, why would Greendale have a different rate from Cudahy and North Shore??

I would like to see Greendale at \$.660 per 100 cubic feet.

Tim Ignatowski

3/26/10

Standby Service to City of Cudahy Water Utility - - - Ws-1

Standby Charge: \$3,500 per year, payable in equal installments on January 1 and July 1 for the year, in advance.

Volume Charge: \$0.660 per 100 cubic feet (or \$0.882 per 1,000 gallons)

Standby Service to North Shore Water Commission - - - Ws-3

Standby Charge: \$2,700 per year, payable in equal installments on January 1 and July 1 for the year, in advance.

Volume Charge: \$0.660 per 100 cubic feet (or \$0.882 per 1,000 gallons)

Standby Service to the Village of Greendale - - - Ws-5

Standby Charge: \$8,300 per year, payable in equal installments on January 1 and July 1 for the year, in advance.

Volume Charge: Apply the volume charge specified in Schedule W-1 plus a 25 percent surcharge.